



MyTRS Member Guide

Creating a Username and Password

Aug 31, 2017

Accessing MyTRS

1. Using only **Internet Explorer (but not Edge)** or **Firefox** as your web browser, go to www.mass.gov/MTRS.



Do not use Chrome, Safari or a mobile device to enroll.

2. Click the **Enroll in the MTRS** link on the right side of the page under “Quick links to popular pages.”

MTRS
MASSACHUSETTS TEACHERS' RETIREMENT SYSTEM

Proudly serving Massachusetts educators since 1914

Massachusetts Teachers' Retirement System

Search... in MTRS SEARCH

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Welcome
The Massachusetts Teachers' Retirement System is the largest of the Commonwealth's 104 contributory retirement systems. We provide retirement, disability and survivor benefits to more than 90,000 active educators and over 63,000 retirees and survivors. We're glad to have you as a visitor and encourage you to browse often!

Top searches

- [Estimate my retirement benefits](#)
- [Download forms](#)
- ["Retirement percentage" charts](#)
- [Purchase \("buy back"\) service](#)
- [Enroll in the MTRS](#)

Main office/Directions
500 Rutherford Avenue, Suite 210
Charlestown, MA 02129-1628
617-679-MTRS (6877)
Fax 617-679-1661

Springfield office/Directions
One Monarch Place, Suite 510
Springfield, MA 01144-4028
413-784-1711
Fax 413-784-1707

Save yourself the drive—
[Walk-in services are limited](#)

Quick links to popular pages

- Counseling and seminars
- Estimate your retirement benefits
- Apply for retirement
- "Retirement percentage" charts
- Withdrawing your funds
- 2 Enroll in the MTRS**
- Creditable service
- Forms and general resources

3. Scroll to the bottom and click **Take me to MyTRS to enroll in the MTRS**.

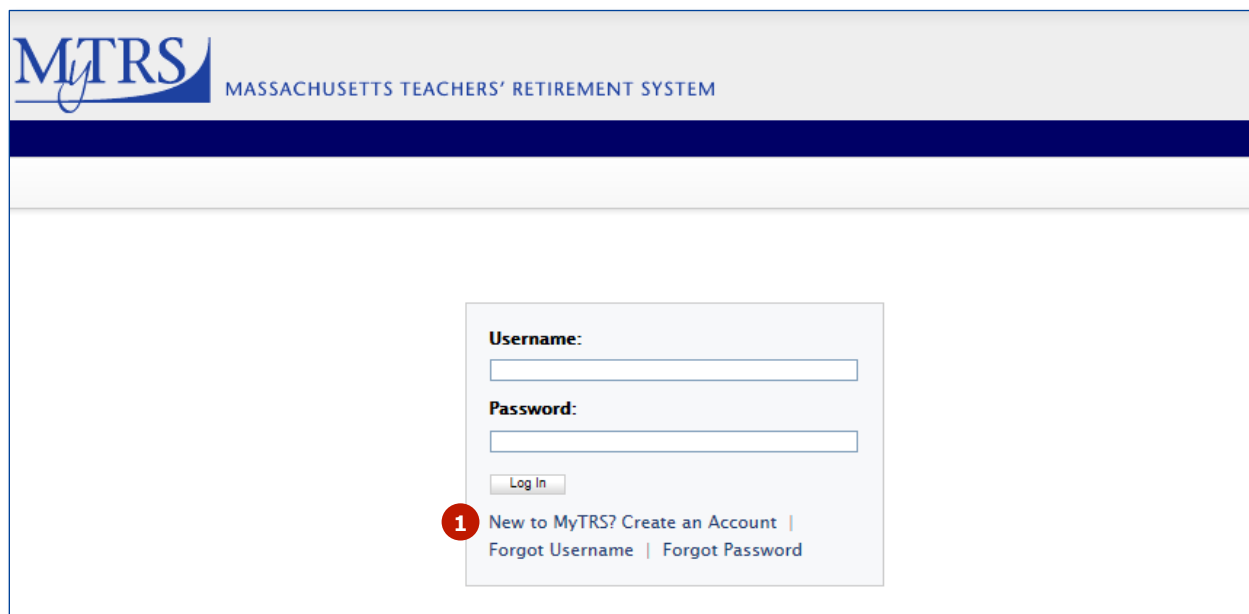
I have read the above instructions and information.

3

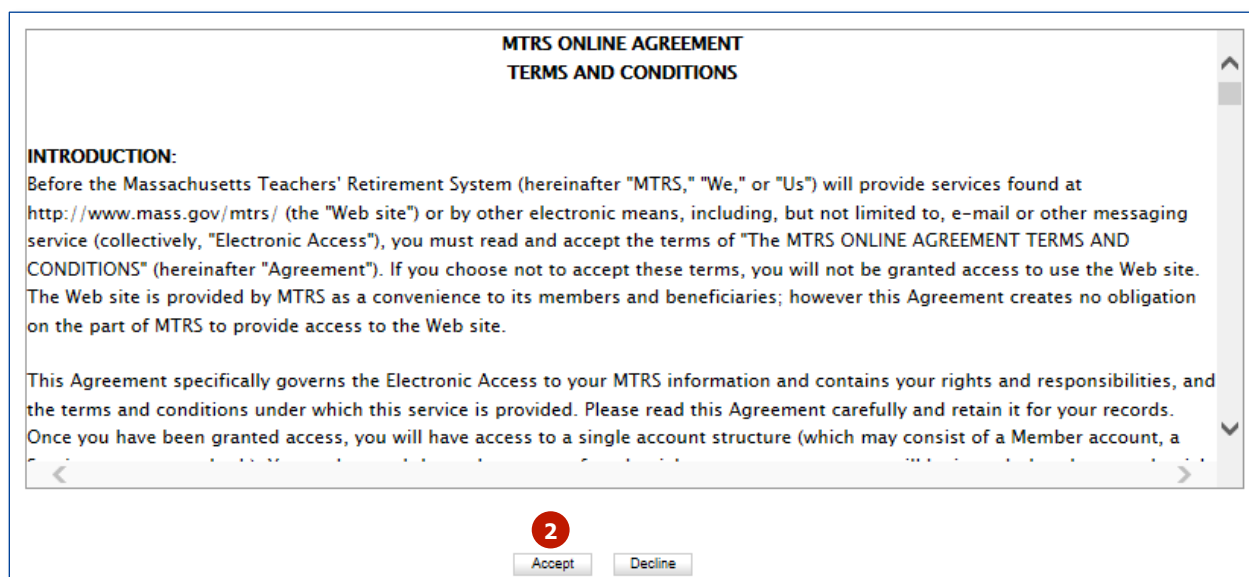
Take me to MyTRS to enroll in the MTRS

Create your username and password

1. Once you are on the login page, click **New to MyTRS? Create an Account**.



2. Click **Accept** when the "MTRS Online Agreement Terms and Conditions" page is displayed.



Clicking **Decline** will take you back to the login page and you will not be able to create a username and password in order to complete the enrollment process.

3. Enter your SSN with the dashes (e.g., 999-99-9999).
4. Enter your MTRS Member Number from your MTRS Enrollment Assignment Sheet provided by your district. If you do not have this sheet, please ask your Payroll or HR personnel for your MTRS member number. You can also get your member number from your annual statement or any correspondence from the MTRS.
5. Click **Submit**.

To create an account for MyTRS Member Self Service enter your Social Security number xxx-xx-xxxx, and the Member Number. Your member number (also referred to as 'MTRS Number') may be found on your most recent correspondence from the MTRS including the 1099R, Annual Statement and Enrollment Assignment Sheet. Click Submit to send your information over a secure connection.

Create a New Account

SSN: 999-08-0009 **3**

Member Number: 818667 **4**

5

Submit Cancel

6. Enter a username of your choice. It is not case sensitive and can be anything you would like, as long as it's not already being used by another member.

Name: PENCIL, PAUL

Username: PAULPENCIL **6**

Enter New Password:

Re-enter Password:

Select First Security Question:

Enter Answer to First Security Question:

Select Second Security Question:

Enter Answer to Second Security Question:

Enter Email Address:

Re-enter Email Address:

Submit Cancel

7. Enter a password of your choice. The password is case sensitive and must contain:

- a minimum of 10 characters,
- at least one capital letter,
- at least one number, and
- at least one special character (e.g., !, \$, #, *).

8. Re-enter the password you created.

The screenshot shows a registration form with the following fields and labels:

- Name:** PENCIL, PAUL
- Username:** PAULPENCIL
- Enter New Password:** (masked with dots, labeled with a red circle 7)
- Re-enter Password:** (masked with dots, labeled with a red circle 8)
- Select First Security Question:** (dropdown menu)
- Enter Answer to First Security Question:** (text input)
- Select Second Security Question:** (dropdown menu)
- Enter Answer to Second Security Question:** (text input)
- Enter Email Address:** (text input)
- Re-enter Email Address:** (text input)

At the bottom are **Submit** and **Cancel** buttons.

9. Select your first security question from the drop down list provided.

10. Answer the security question you chose (answers are case sensitive).

The screenshot shows the same registration form as before, but with the following changes:

- Select First Security Question:** The dropdown menu is open, showing the question "What was the name of your first pet?" (labeled with a red circle 9).
- Enter Answer to First Security Question:** The text "Tide" is entered (labeled with a red circle 10).

The other fields remain the same, and the **Submit** and **Cancel** buttons are still at the bottom.

11. Select your second security question from the drop down list provided.
12. Answer the security question you chose (answers are case sensitive).

The screenshot shows a registration form with the following fields and values:

- Name:** PENCIL, PAUL
- Username:** PAULPENCIL
- Enter New Password:** [Masked with dots]
- Re-enter Password:** [Masked with dots]
- Select First Security Question:** What was the name of your first pet? (dropdown arrow)
- Enter Answer to First Security Question:** Tide
- Select Second Security Question:** What is the name of a college you applied to but did not attend (dropdown arrow) **11**
- Enter Answer to Second Security Question:** Ithaca College **12**
- Enter Email Address:** [Empty field]
- Re-enter Email Address:** [Empty field]

At the bottom are **Submit** and **Cancel** buttons.

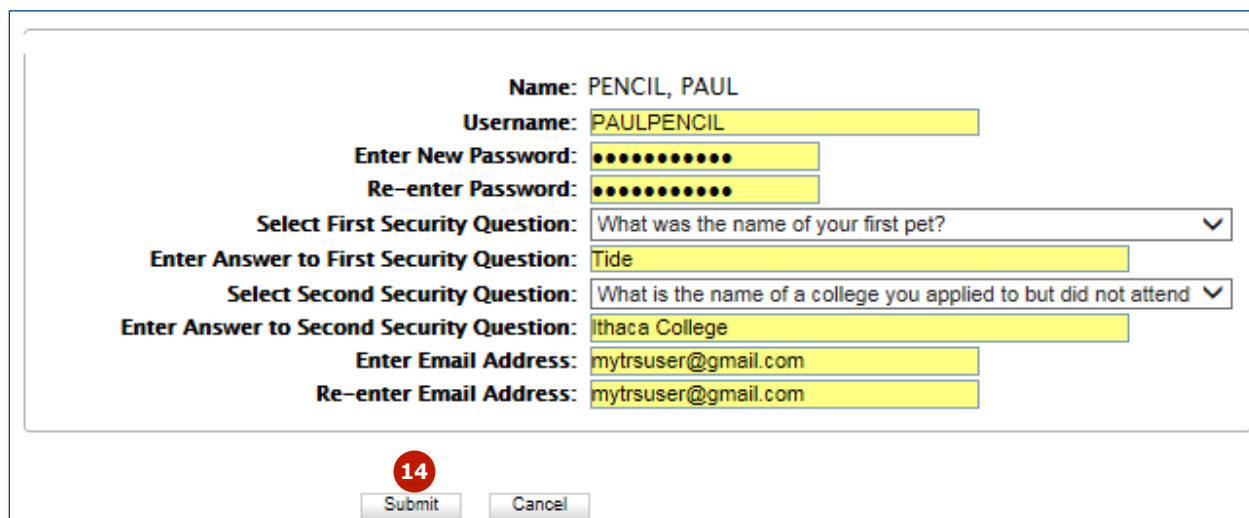
13. Enter and then re-enter your email address. We recommend that you enter your personal email address to ensure you continue to receive emails from us in the event that you change districts.

This screenshot is identical to the previous one, but with the email fields filled out:

- Enter Email Address:** mytrsuser@gmail.com **13**
- Re-enter Email Address:** mytrsuser@gmail.com

The **Submit** and **Cancel** buttons remain at the bottom.

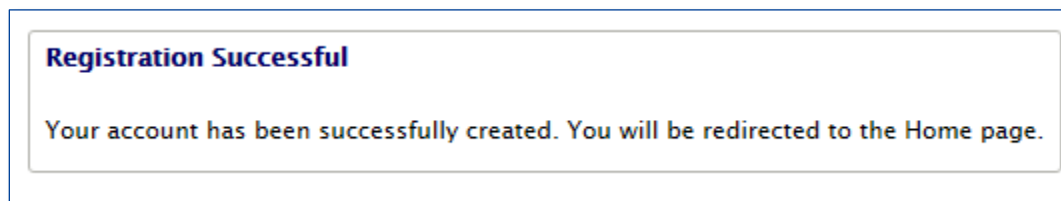
14. Click **Submit**.

A screenshot of a web registration form. The form contains the following fields and values: Name: PENCIL, PAUL; Username: PAULPENCIL; Enter New Password: a field with 10 dots; Re-enter Password: a field with 10 dots; Select First Security Question: a dropdown menu showing 'What was the name of your first pet?'; Enter Answer to First Security Question: a text field containing 'Tide'; Select Second Security Question: a dropdown menu showing 'What is the name of a college you applied to but did not attend'; Enter Answer to Second Security Question: a text field containing 'Ithaca College'; Enter Email Address: a text field containing 'mytrsuser@gmail.com'; Re-enter Email Address: a text field containing 'mytrsuser@gmail.com'. At the bottom of the form, there is a red circle with the number '14' next to a 'Submit' button, and a 'Cancel' button to its right.

Name: PENCIL, PAUL
Username: PAULPENCIL
Enter New Password:
Re-enter Password:
Select First Security Question: What was the name of your first pet? ▾
Enter Answer to First Security Question: Tide
Select Second Security Question: What is the name of a college you applied to but did not attend ▾
Enter Answer to Second Security Question: Ithaca College
Enter Email Address: mytrsuser@gmail.com
Re-enter Email Address: mytrsuser@gmail.com

14 Submit Cancel

15. When the following message is displayed, your username and password have been successfully created and you will be redirected to your MyTRS home page. Your username will also be emailed to the address provided.

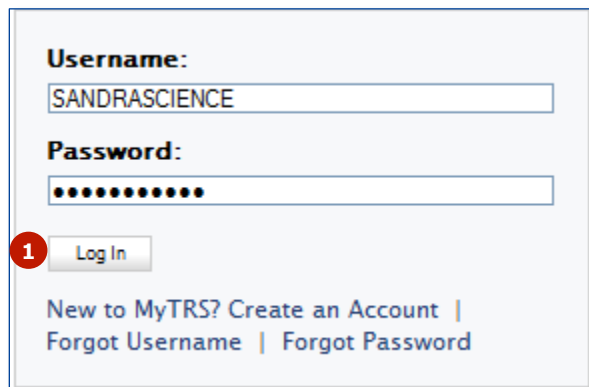
A screenshot of a message box with a blue border. It has a title 'Registration Successful' in bold blue text. Below the title, it says 'Your account has been successfully created. You will be redirected to the Home page.' in black text.

Registration Successful

Your account has been successfully created. You will be redirected to the Home page.

Logging in to MyTRS

1. If you already have a username and password, enter them in the appropriate fields and click **Log in**.



A screenshot of the MyTRS login interface. It features a light gray rectangular box with a thin blue border. Inside the box, the label "Username:" is followed by a text input field containing the text "SANDRASCIENCE". Below this, the label "Password:" is followed by a password input field filled with ten black dots. To the left of the "Log In" button is a red circular icon with the number "1" inside. The "Log In" button is a small, light gray rectangle with the text "Log In" in a darker gray font. At the bottom of the box, there is a line of text: "New to MyTRS? Create an Account | Forgot Username | Forgot Password".